

### **Amendments to the Claims**

1. (Currently Amended) A system for transacting business comprising:

a dispatch division for receiving information related to a problem experienced by a customer and for deploying a technician to a location requested by the customer in response to the information,

a computer accessible by the technician at the location requested by the customer that includes instructions that initiate a communication with the company via a telecommunications network when the technician receives a request from the customer for a transaction different from the problem and enters an identity of the customer in the computer, the computer further comprising:

instructions that submit the identity of the customer in the initiated communication, instructions that receive customer information including customer payment delinquency information, and a customer type via the telecommunications network in response to the submission, the customer type comprising a network resource provided by the telecommunications network associated with a customer dwelling,

instructions that select one or more items corresponding to the received customer type from a set of items, the set of items comprising residential product services, residential product features, commercial services, and commercial features in the telecommunications network,

instructions that automatically provide a list of the one or more selected items, instructions that receive a selection corresponding to the received request from the customer from the one or more items, and

instructions that communicate the received selection corresponding to the received request from the customer to the dispatch division over the telecommunications network.

2. (Original) The system according to claim 1, wherein the company receives the request and automatically processes the request and modifies the customer's account information.

3. (Currently Amended) The system according to claim 1, wherein the telecommunications network is wireless.

4. (Currently Amended) The system according to claim 1, wherein the telecommunications network is wire line.

5. (Original) The system according to claim 1, wherein information related to the transaction is automatically sent by electronic email to the technician's supervisor.

6. (Original) The system according to claim 1, wherein information related to the transaction is automatically sent by electronic email to a sales division.

7. (Original) The system according to claim 1, wherein the transaction includes the sale of a service.

8. (Original) The system according to claim 1, wherein the transaction includes the sale of a product.

9. (Previously Presented) The system according to claim 1, wherein the customer information is automatically updated to include the transaction.

10. (Previously Presented) The system according to claim 1, wherein the customer information includes customer account information.

11. (Currently Amended) A method for transacting business comprising ~~the~~ steps of:

- receiving information related to a problem experienced by a customer;
- deploying a technician to a location requested by the customer in response to the information, wherein the technician is employed by a company which provides services to the customer;
- initiating a communication with the company over a telecommunications

network by the technician by accessing a computer at the location requested by the customer when the technician receives a request from the customer for a transaction different from the problem, the communication including a submission of an identity of the customer;

sending, in response to the communication, customer information to the computer in use by the technician via ~~[[a]]~~ the telecommunications network from the company in response to the communication from the technician~~[[;]]~~, wherein the customer information includes customer payment delinquency information and a customer type, the customer type comprising a network resource provided by the telecommunications network associated with a customer dwelling;

selecting by the computer one or more items corresponding to the customer type from a set of items, the set of items comprising residential product services, residential product features, commercial services, and commercial features in the telecommunications network;

providing automatically, by the computer, a list of the one or more selected items;  
receiving at the computer a selection from the list; and  
communicating the received selection to the dispatch division from the computer over the telecommunications network.

12. (Currently Amended) The method according to claim 11, wherein the telecommunications network is a wireless communications network.

13. (Currently Amended) The method according to claim 11, wherein the telecommunications network is a wire line communications network.

14. (Previously Presented) The method according to claim 11, further comprising sending an electronic mail message to the supervisor of the technician, wherein the electronic mail message includes information related to the transaction.

15. (Previously Presented) The method according to claim 11, further comprising sending an electronic mail message to a sales division, wherein the electronic mail message includes

information related to the transaction.

16. (Original) The method according to claim 11, wherein the transaction includes the sale of service.

17. (Original) The method according to claim 11, wherein the transaction includes the sale of a product.

18. (Currently Amended) The method according to claim 11, further comprising ~~a step of~~ automatically updating the customer information with information related to the transaction.

19. (Previously Presented) The method according to claim 11, wherein the customer information includes customer account information.

20-21. (Canceled)

22. (Previously Presented) The system according to claim 1, wherein the computer is configured to populate an electronic sales form with the received customer information and the received selection and communicate the electronic sales form to the dispatch division, and wherein at least one field associated with the electronic sales form is self-populated.

23-24. (Canceled)

25. (Currently Amended) The method according to claim 11, further comprising ~~the steps of:~~  
populating an electronic sales form with the received customer information and  
the received selection, wherein at least one field associated with the electronic sales form  
is self-populated; and  
communicating the electronic sales form to the dispatch division.